

SAP Fieldglass Industry Spotlight:

# Banking

There's a better way to manage your external workforce, maintain compliance and embrace digital transformation.





## Your customers expect more than traditional banking, **so we've got work to do**

### You have a lot to manage:

- The digital economy is pushing banks beyond traditional business models
- You're competing against tech companies, retailers, social media platforms—far more than the bank down the block
- The top talent you're looking for is being courted by a variety of industries
- Security, risk, compliance and governance increase the complexity of managing external workers
  - You need IT experts, call center staff and corporate/financial operations workers—all of whom must be trusted with highly sensitive customer and financial data
  - Your external workforce must meet regulatory obligations and follow corporate policies or you face fines and other risks
  - You need to on/offboard seamlessly, enforce tenure limits, and flag those not eligible for rehire
- Managing virtual labor is key, as a majority of the external workforce can work remotely—including IT specialists like Java developers, database managers, system administrators and application support
- A remote workforce requires you to know local laws, tax ordinances and be able to manage invoices across countries and currencies
- You need clear visibility into spend, and you have to put that intelligence to work

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### How do you get it all done?

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# We keep up with external talent, so you stay ahead of customer demands

## Here's how:

- Accelerate and simplify the process of finding and managing external workers
- Understand local labor laws, rates, candidate privacy, tax implications and more—regardless of country
- See real-time market rates within the solution, so you don't have to login to a different system
- Integrate with public talent sources and establish private talent pools to tap into new sources of labor
- Keep—and more effectively redeploy—talent that you have already recruited and trained
- Structure the platform to work best for your business with our self-service admin functionality—no need to call for help, create a service request or pay service fees, as you can add suppliers, add new fields or adjust approval groups in a few simple clicks
- Gain control of services spend that falls outside the scope of traditional contingent labor
- Identify all external workers, even those working under a Statement of Work (SOW)—so you know who has access to your facilities and systems



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**You don't have to do this on your own**

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# SAP Fieldglass is designed for you

We looked at the nature of banking and financial work—focusing on the complexities of having external workers handle sensitive customer financial data, tracking virtual workers across countries and continents, and managing strict regulatory environments that are anything but static. We built our solution to fit these needs. That means we're better able to help you:

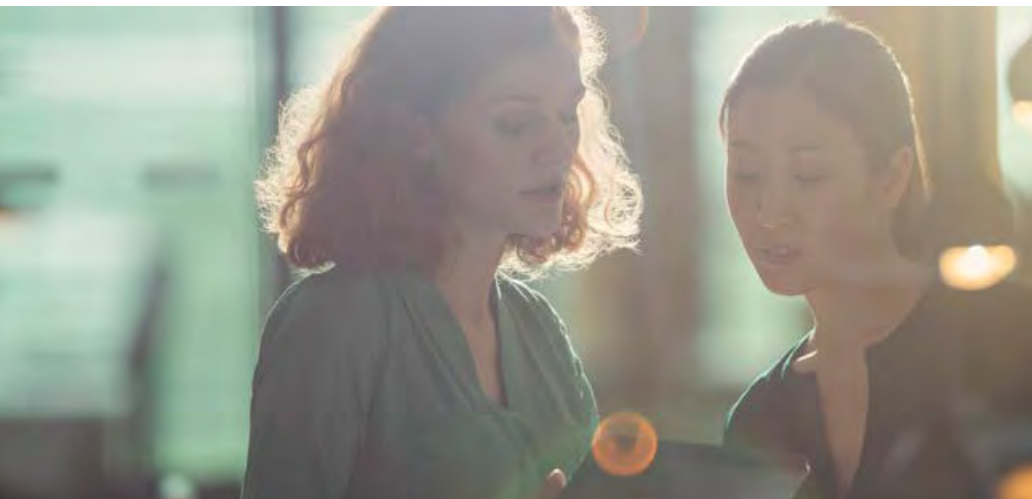
- 1** Access a multi-channel workforce that can help you save money and open doors to new talent.
- 2** Speed up and simplify the process to engage external talent and manage it throughout the lifecycle.
- 3** Gain visibility and control of spend, and to use that intelligence to inform talent and operational decisions.
- 4** Easily integrate with your backend systems and digital partners via our open platform.



Let's get to work

## If that's not enough reason to look at SAP Fieldglass:

- SAP Fieldglass helps leading banks from around the world manage their external talent.
- We're a global leader—with customers in 168 countries—and we got there by putting service first.
- We specialize in something we call co-innovation and helping our customers configure the right solutions for their needs.
- We have a world-class Information Security Management System (ISMS) to ensure your data is secure; visit: [fieldglass.com/solutions/security](http://fieldglass.com/solutions/security).
- We enjoy solving complex problems and would love to help you tackle yours.



See what we can do for you

[Fieldglass.com/industries/banking](http://Fieldglass.com/industries/banking)  
[FieldglassInfo@sap.com](mailto:FieldglassInfo@sap.com)



### Get proof from your peers

**Learn how we helped Royal Bank of Scotland** launch its external workforce management and services procurement program. The bank gained new visibility into all of their external talent, which was critical to informing its workforce strategies.

**Learn how we helped one of the world's largest financial institutions** roll out a global, company-wide, external talent management program that manages more than \$2 billion in spend and drives significant improvements across the business.

SAP Fieldglass, a longstanding leader in external talent management and services procurement, is used by organizations around the world to find, engage and manage all types of flexible resources. Our cloud-based, open platform has been deployed in more than 168 countries and helps companies transform how work gets done, increase operational agility and accelerate business outcomes in the digital economy. Backed by the resources of SAP, our customers benefit from a roadmap driven by a continuous investment in innovation.